

Lobby Management 1-21-13 to 1-24-13 as of 2:29pm

Service	Avg. Service Time	Avg. Waiting Time	Waiting Time Distribution						Total Served	Served or Abandon	Total Abandon	% Abandon	% Wait within Goal
			<=5:00	<=10:00	<=15:00	<=20:00	<=25:00	>25:00					
BL- Business License - NEW	00:11:56	00:09:24	2	3	4		1		13	14	1	7%	90%
BL- Business License - RENEWAL	00:14:24	00:04:28	10	4	1				15	16	1	6%	93%
BL- Business License Question	00:16:21	00:06:12	1		1				2	2	0	0%	100%
BL- Contractor License	00:16:51	00:01:35	2						2	2	0	0%	100%
BL- Landscaper Registration	00:00:06	00:46:40						1	1	1	0	0%	0%
BL- Rental License - NEW	00:04:24	00:06:24	1	1	1				4	6	2	33%	100%
BL- Rental License - RENEWAL	00:01:10	00:13:21			1	1			2	2	0	0%	50%
BP- Building General Questions	00:09:28	00:11:38	10	1	6	2	2	3	25	27	2	7%	79%
BP- Building Payment Only	00:11:25	00:07:06	15	4	12		2		33	37	4	11%	58%
BP- Building Permit - NEW	00:14:26	00:12:53	29	8	11	8	4	18	80	88	8	9%	72%
BP- Building Permit - PICKUP	00:12:46	00:08:34	22	6	12	6	5	1	52	53	1	2%	88%
BP- Building Permit - REVISION	00:14:27	00:12:39	9	6	2	1	2	5	25	29	4	14%	72%
BP- Building Permit CO/TCO	00:08:09	00:18:52	2		1			4	12	12	0	0%	43%
BP- Building Permit Corrections	00:07:13	00:15:27	3	1	4	2	2	3	16	18	2	11%	67%
BP- Building Plan Review Appointment	00:11:46	00:08:27	3					1	4	4	0	0%	75%
BP- Meet with Building Inspector	00:05:51	00:00:18	1						1	1	0	0%	100%
BP-Building Permit - EXPIRED	00:19:28	00:10:31	2	1	1	1	1		6	6	0	0%	83%
CE- Code Complaint	00:09:31	00:05:21	4		2				5	5	0	0%	100%
CE- Code Liens	00:38:49	00:07:59		1					1	1	0	0%	100%
CE- Code Payments	00:09:19	00:03:42	1						1	1	0	0%	100%
CE- Code Violations	00:18:49	00:09:22	1	2		1			3	3	0	0%	100%
Consultation	00:00:05	00:27:03	1					1	1	1	0	0%	50%
ENG- Engineering Permit Pickup - No	00:00:52	00:41:51						1	1	2	1	50%	0%
ENG- Engineering Permit Pickup - Pa	00:04:07	00:00:34	1						1	1	0	0%	100%
ENG- Engineering Questions	00:07:18	00:19:05	2			2		1	5	6	1	17%	40%
PT- Parking Tickets	00:14:14	00:04:26	5	1	1				6	8	2	25%	71%
PZ- Agenda Questions (ARB-DRC-EF	00:16:29	00:10:29			1				1	1	0	0%	100%
PZ- House and Driveway Color	00:09:04	00:06:02	5	1		2			9	11	2	18%	100%
PZ- Planning & Zoning Application	00:06:40	00:05:47	2	1	1				4	5	1	20%	100%
PZ- Planning & Zoning General Inform	00:06:22	00:05:10	1	4					6	6	0	0%	100%
PZ- Special Use Permits	00:16:06	00:02:36	1						1	1	0	0%	100%
PZ- Tree and Vegetation Removal	00:04:33	00:23:45					1		1	1	0	0%	0%
UT- Other Water Service	00:08:38	00:11:18	5	4	3	5		1	18	19	1	5%	67%
UT- Water - Close Account	00:08:38	00:11:49	1	3			1	1	6	6	0	0%	67%
UT- Water - New Account	00:13:14	00:12:22	8	4	9	2	3	3	29	32	3	9%	72%
UT- Water- New Location/Move	00:09:25	00:10:50	9	2	5	1	3	2	22	25	3	12%	73%
UT- Water Payments	00:04:36	00:06:15	63	43	12	11	1	1	134	139	5	4%	48%
Total	00:10:03	00:09:37	222	101	91	45	28	47	548	592	44	7%	69%

Service	
Building	254
Code	16
Engineering	7
Licensing	39
Planning & Zoning	22
Consultation	1
Utilities	209
Total	548